

T-01051B-10-0194
T-02811B-10-0194
T-04190A-10-0194

T-2043A-10-0194
T-03555A-10-0194
T-03902A-10-0194

ORIGINAL



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ZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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2010 AUG 11 P 4:31

_____ Martinez

Phone: _____

Fax: _____

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2010 - 88606

Date: 8/11/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Roma

Goodman

Account Name: Roma Goodman

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85711

is:

Utility Company. Qwest Corporation

Division: Telephone

Contact Name: For assignment

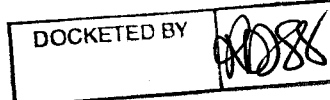
Arizona Corporation Commission Contact Phone: (000) 000-0000

Nature of Complaint:

Docket Nos:
T-01051B-10-0194
T-02811B-10-0194
T-04190A-10-0194
T-20433A-10-0194
T-03555A-10-0194
T-03902A-10-0194

DOCKETED

AUG 11 2010



Public Comment for : November 15, 2010
Mine is written, below. I am a Qwest customer (Ph # !

Dear Commissioner:

Qwest Communications International, Inc. hasn't promised me that my monthly costs (the parts I can't control) will be lower because of the merger of these parent corporations. My bottom line is like theirs, money.

Bigger is no guarantee of better. Merger can mean extended bureaucracy. Gigantic corporations seem to distance themselves from customers! I see no reason that such would not occur in this merger.

I've lost money many times in Ebara Payphones. Phones aren't well maintained and once the phone "eats" ones money I have been unsuccessful in getting a refund. Service is less likely to improve in a near monopoly as corporations merge, I think.

When I've been dissatisfied with Qwest Customer Service I've asked for the name and phone number of the Advocate and been denied several times that info. I'd be told "I am the advocate; I'm a Customer Service rep." They do anything to keep one from telling on them. I've also had vandalism twice by repairmen. Creating bigger corporations makes it difficult to make anyone accountable. I've learned from these Qwest experiences!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

So, I'm against merger for change sake, for a grab of power!.

Roma Goodman

Note I'm a retired -10 + years public school teacher. I'm not related to any employee of the named businesses, to the best of my knowledge.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/11/10

Emailed to Phoenix for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/11/2010

Opinion No. 2010 - 88606
